

Survey Summary by Originating Organization / Agency

For Surveys created from 05/08/2004 to 05/19/2004 and responded to through 05/25/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency							
Attorney General	11 Survey(s) Found						
Was the service provided in a timely manner?	6	3	1	0	0	4.50	1
Was the technician knowledgeable?	6	3	1	0	0	4.50	1
Was the problem solved to your satisfaction?	7	3	0	0	0	4.70	0
Was the technician friendly?	7	3	0	0	0	4.70	1
Was the solution of your problem clearly communicated to you?	6	3	1	0	0	4.50	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	8				1
Was your problem resolved with your initial contact to DIT Support?	6	5	0				3
Dept Information Technology	112 Survey(s) Found						
Was the service provided in a timely manner?	79	21	6	2	1	4.61	9
Was the technician knowledgeable?	84	18	5	2	1	4.65	7
Was the problem solved to your satisfaction?	80	20	5	1	3	4.59	8
Was the technician friendly?	88	12	5	0	1	4.75	6
Was the solution of your problem clearly communicated to you?	86	15	4	0	3	4.68	7
If Field Services visited your workstation did they leave a note explaining what was done?	24	7	81				4
Was your problem resolved with your initial contact to DIT Support?	54	31	24				8
Dept of Agriculture	19 Survey(s) Found						
Was the service provided in a timely manner?	12	4	1	2	0	4.37	5
Was the technician knowledgeable?	12	3	2	2	0	4.32	2
Was the problem solved to your satisfaction?	13	4	1	1	0	4.53	3
Was the technician friendly?	11	4	2	1	0	4.39	3
Was the solution of your problem clearly communicated to you?	12	4	1	2	0	4.37	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	16				0
Was your problem resolved with your initial contact to DIT Support?	13	4	2				2

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Career Development	37 Survey(s) Found						
Was the service provided in a timely manner?	24	7	3	1	2	4.35	2
Was the technician knowledgeable?	26	7	2	2	0	4.54	4
Was the problem solved to your satisfaction?	30	2	3	1	1	4.59	1
Was the technician friendly?	31	2	1	0	0	4.88	4
Was the solution of your problem clearly communicated to you?	25	5	2	4	1	4.32	3
If Field Services visited your workstation did they leave a note explaining what was done?	4	3	24				2
Was your problem resolved with your initial contact to DIT Support?	19	10	2				4
Dept of Civil Service	17 Survey(s) Found						
Was the service provided in a timely manner?	6	4	3	0	4	3.47	5
Was the technician knowledgeable?	7	8	2	0	0	4.29	1
Was the problem solved to your satisfaction?	6	7	2	0	2	3.88	1
Was the technician friendly?	7	10	0	0	0	4.41	0
Was the solution of your problem clearly communicated to you?	7	5	1	2	1	3.94	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	4	10				0
Was your problem resolved with your initial contact to DIT Support?	6	9	1				2
Dept of Community Health	53 Survey(s) Found						
Was the service provided in a timely manner?	26	15	6	4	2	4.11	9
Was the technician knowledgeable?	29	14	3	2	0	4.46	6
Was the problem solved to your satisfaction?	34	12	3	1	2	4.44	10
Was the technician friendly?	32	11	4	1	0	4.54	6
Was the solution of your problem clearly communicated to you?	28	14	5	2	2	4.25	4
If Field Services visited your workstation did they leave a note explaining what was done?	17	5	28				4
Was your problem resolved with your initial contact to DIT Support?	37	14	2				11
Dept of Consumer Ind Services	65 Survey(s) Found						
Was the service provided in a timely manner?	42	16	3	1	3	4.43	7
Was the technician knowledgeable?	44	14	3	1	2	4.52	6
Was the problem solved to your satisfaction?	48	11	4	0	2	4.58	5
Was the technician friendly?	49	9	6	0	0	4.67	5
Was the solution of your problem clearly communicated to you?	40	16	6	0	1	4.49	9
If Field Services visited your workstation did they leave a note explaining what was done?	12	4	45				3
Was your problem resolved with your initial contact to DIT Support?	40	18	5				12
Dept of Corrections	145 Survey(s) Found						
Was the service provided in a timely manner?	74	25	20	10	12	3.99	27
Was the technician knowledgeable?	96	28	5	5	2	4.55	11
Was the problem solved to your satisfaction?	93	26	7	6	10	4.31	15
Was the technician friendly?	102	19	6	3	2	4.64	16
Was the solution of your problem clearly communicated to you?	85	31	8	3	10	4.30	12
If Field Services visited your workstation did they leave a note explaining what was done?	34	13	92				8
Was your problem resolved with your initial contact to DIT Support?	78	50	13				16

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Education</u>	11 Survey(s) Found							
Was the service provided in a timely manner?	6	4	1	0	0		4.45	1
Was the technician knowledgeable?	7	3	1	0	0		4.55	1
Was the problem solved to your satisfaction?	8	3	0	0	0		4.73	2
Was the technician friendly?	9	2	0	0	0		4.82	0
Was the solution of your problem clearly communicated to you?	7	4	0	0	0		4.64	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	2	7					1
Was your problem resolved with your initial contact to DIT Support?	8	3	0					2
<u>Dept of Environmental Quality</u>	58 Survey(s) Found							
Was the service provided in a timely manner?	36	9	5	4	1		4.36	12
Was the technician knowledgeable?	35	10	3	1	1		4.54	4
Was the problem solved to your satisfaction?	37	10	2	1	3		4.45	3
Was the technician friendly?	39	5	3	2	0		4.65	5
Was the solution of your problem clearly communicated to you?	33	8	6	2	1		4.40	8
If Field Services visited your workstation did they leave a note explaining what was done?	9	9	33					9
Was your problem resolved with your initial contact to DIT Support?	41	10	4					6
<u>Dept of Hist Art and Libraries</u>	9 Survey(s) Found							
Was the service provided in a timely manner?	4	3	1	0	0		4.38	4
Was the technician knowledgeable?	4	3	0	0	0		4.57	2
Was the problem solved to your satisfaction?	7	1	0	0	0		4.88	0
Was the technician friendly?	6	1	0	0	0		4.86	2
Was the solution of your problem clearly communicated to you?	2	2	3	0	0		3.86	2
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	9					0
Was your problem resolved with your initial contact to DIT Support?	7	1	1					0
<u>Dept of Management & Budget</u>	35 Survey(s) Found							
Was the service provided in a timely manner?	21	4	6	1	2		4.21	7
Was the technician knowledgeable?	21	7	2	1	0		4.55	3
Was the problem solved to your satisfaction?	21	5	4	1	1		4.38	3
Was the technician friendly?	24	5	2	0	0		4.71	3
Was the solution of your problem clearly communicated to you?	16	7	4	0	3		4.10	4
If Field Services visited your workstation did they leave a note explaining what was done?	3	3	25					2
Was your problem resolved with your initial contact to DIT Support?	21	5	7					4
<u>Dept of Military and Veterans</u>	3 Survey(s) Found							
Was the service provided in a timely manner?	0	1	1	0	1		2.67	1
Was the technician knowledgeable?	0	2	1	0	0		3.67	1
Was the problem solved to your satisfaction?	0	1	1	1	0		3.00	2
Was the technician friendly?	2	1	0	0	0		4.67	1
Was the solution of your problem clearly communicated to you?	0	2	0	1	0		3.33	2
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	1					1
Was your problem resolved with your initial contact to DIT Support?	0	2	0					1

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Natural Resources</u>	37 Survey(s) Found						
Was the service provided in a timely manner?	26	9	0	0	2	4.54	3
Was the technician knowledgeable?	28	7	0	0	2	4.59	3
Was the problem solved to your satisfaction?	30	6	0	1	0	4.76	2
Was the technician friendly?	30	6	0	0	1	4.73	1
Was the solution of your problem clearly communicated to you?	29	5	1	0	2	4.59	2
If Field Services visited your workstation did they leave a note explaining what was done?	8	2	26				3
Was your problem resolved with your initial contact to DIT Support?	29	3	4				4
<u>Dept of State</u>	20 Survey(s) Found						
Was the service provided in a timely manner?	8	8	0	2	2	3.90	4
Was the technician knowledgeable?	12	4	2	1	0	4.42	4
Was the problem solved to your satisfaction?	13	2	2	1	2	4.15	5
Was the technician friendly?	14	4	1	0	0	4.68	4
Was the solution of your problem clearly communicated to you?	12	3	0	2	2	4.11	4
If Field Services visited your workstation did they leave a note explaining what was done?	2	7	11				1
Was your problem resolved with your initial contact to DIT Support?	14	6	0				2
<u>Dept of Transportation</u>	63 Survey(s) Found						
Was the service provided in a timely manner?	47	10	5	1	0	4.63	12
Was the technician knowledgeable?	48	10	3	0	0	4.74	5
Was the problem solved to your satisfaction?	49	7	5	0	0	4.72	9
Was the technician friendly?	55	3	2	0	0	4.88	6
Was the solution of your problem clearly communicated to you?	45	11	4	1	0	4.64	4
If Field Services visited your workstation did they leave a note explaining what was done?	18	1	37				3
Was your problem resolved with your initial contact to DIT Support?	47	10	1				6
<u>Dept of Treasury</u>	40 Survey(s) Found						
Was the service provided in a timely manner?	21	12	5	1	0	4.36	4
Was the technician knowledgeable?	20	14	4	0	0	4.42	5
Was the problem solved to your satisfaction?	27	9	1	2	0	4.56	5
Was the technician friendly?	29	7	2	0	0	4.71	6
Was the solution of your problem clearly communicated to you?	22	9	3	2	0	4.42	8
If Field Services visited your workstation did they leave a note explaining what was done?	11	5	23				2
Was your problem resolved with your initial contact to DIT Support?	23	14	3				9
<u>Family Independence Agency</u>	215 Survey(s) Found						
Was the service provided in a timely manner?	121	53	21	9	8	4.27	27
Was the technician knowledgeable?	129	47	21	7	5	4.38	20
Was the problem solved to your satisfaction?	135	44	12	5	17	4.29	27
Was the technician friendly?	159	36	10	0	4	4.66	19
Was the solution of your problem clearly communicated to you?	117	49	22	12	6	4.26	19
If Field Services visited your workstation did they leave a note explaining what was done?	17	12	177				6
Was your problem resolved with your initial contact to DIT Support?	117	65	30				19

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Friend Of the Court</u>	1 Survey(s) Found						
Was the service provided in a timely manner?	1	0	0	0	0	5.00	0
Was the technician knowledgeable?	1	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0	5.00	0
Was the technician friendly?	1	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	0				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0
<u>Michigan State Police</u>	65 Survey(s) Found						
Was the service provided in a timely manner?	38	15	3	4	4	4.23	9
Was the technician knowledgeable?	45	10	2	1	0	4.71	4
Was the problem solved to your satisfaction?	48	6	3	1	2	4.62	5
Was the technician friendly?	50	5	3	0	0	4.81	3
Was the solution of your problem clearly communicated to you?	48	5	4	2	1	4.62	4
If Field Services visited your workstation did they leave a note explaining what was done?	8	3	49				0
Was your problem resolved with your initial contact to DIT Support?	41	12	7				2
<u>Grand Totals</u>	1,016 Survey(s) Found						
Was the service provided in a timely manner?	598	223	91	42	44	4.29	149
Was the technician knowledgeable?	654	212	62	25	13	4.52	90
Was the problem solved to your satisfaction?	687	179	55	23	45	4.46	106
Was the technician friendly?	745	145	47	7	8	4.69	91
Was the solution of your problem clearly communicated to you?	621	198	75	35	33	4.39	93
If Field Services visited your workstation did they leave a note explaining what was done?	175	81	702				50
Was your problem resolved with your initial contact to DIT Support?	602	272	106				113

Survey Summary Information

Waiting

Responded

Processed

Expired

0

1,016

0

6,065

Total : 7,081

Percent Responded / Processed - 14.35 %